GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2282
ANSWERED ON:14.08.2006
REGULATION OF TELE SHOPPING
Patil Shri Balasaheb Vikhe

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether presently there is no law regulating tele- shopping and tele-marketing in the country;

(b) if so, whether the Government proposes to enact any legislation to protect the interest of the consumers opting for the tele-shopping;

(c) if so, the time by which the said legislation is likely to be enacted; and

(d) the steps taken to protect the interest of the consumers in the intervening period?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) : No sir. At present, the provisions of the Sale of Goods Act 1930, Indian Contract Act, 1872 and the Consumer Protection Act, 1986 regulate the sale of goods or services including tele-shopping and tele-marketing in the country. The Consumer Protection Act 1986 covers sale of all goods and services. If the consumer is aggrieved by the action of the provider of goods and services advertised through tele- shoping and tele-marketing, he can file a complaint in any consumer fora, established under this Act.

(b) : No sir.

(c) & (d): Do not arise.